

Welcome!

Moving into a new home or to a new area can be an exciting time! Let us welcome you and inform you of the many services provided by your Department of Public Utilities.

You can help us provide you with the best service and help keep costs down by doing the "little things." For example, remember us when you're unpacking cardboard boxes (they're recyclable); setting your sprinkler timers for the first time (set off the hour); or washing clothes (run full loads). If you have big items to dispose of after you've moved in, you can save them for Operation Clean Up – your once-a-year pickup!



SIGN UP FOR SERVICE

Call Utilities Billing and Collections at **621-6888**, M-W, F 8:00 a.m.–4:30 p.m., Th 8:00 a.m.–4:00 p.m.; or visit the City Hall Office, 2600 Fresno Street, M-F 8:00 a.m.–5:00 p.m.; or visit the Manchester Office, 1901 East Shields Ave., Suite 190, M-F 9:00 a.m.–6:00 p.m.

We're Glad you're Here!

Fresno is a community dedicated to preserving precious natural resources through recycling, responsible treatment of wastewater, timely collection of solid waste, and water conservation.

Thank you
for your cooperation.

IMPORTANT TELEPHONE NUMBERS

| | |
|--|----------------|
| One Call Center..... | 621-CITY(2489) |
| After-Hour Emergencies | 621-1100 |
| Billing Questions | 621-6888 |
| Code Enforcement..... | 621-8400 |
| Collection System (Sewer) Maintenance..... | 621-1496 |
| Graffiti Hotline | 621-CITY |
| Hazardous Household Waste | 600-4259 |
| Mayor/Council Offices | 621-8000 |
| Median Islands (Streets Division) | 621-1492 |
| Operation Clean Up | 621-1452 |
| Recycling Hotline | 621-1111 |
| Solid Waste Division (Garbage and Recycling) | 621-1452 |
| Speakers' Bureau..... | 621-5305 |
| Street Sweeping | 621-1492 |
| Tours..... | 621-8635 |
| Tire Disposal | 621-8400 |
| Public Works, Tree Roots, Street Drainage, Sidewalks, Medians, Islands, Potholes, Street Tree Trimmings, and Streetlights..... | 621-1492 |
| Used Motor Oil Curbside Collection | 621-1452 |
| Wastewater, Collection System Maintenance | 621-1496 |
| Wastewater, Treatment & Recycled Water | 621-5100 |
| Water Division..... | 621-5300 |
| Water Conservation Program | 621-5480 |

To pay your utility bill online, go to
www.fresno.gov/utilitybill

www.fresno.gov/water
www.fresno.gov/recycle
www.fresno.gov/wastewater
www.fresno.gov/dpu

100% recyclable

Just Moved In?



What you need to know about
Recycling, Wastewater and Sewer, Operation
Clean Up, Water Conservation and More.



From Your Friends at
the Department of
Public Utilities



Providing Life's Essential Services

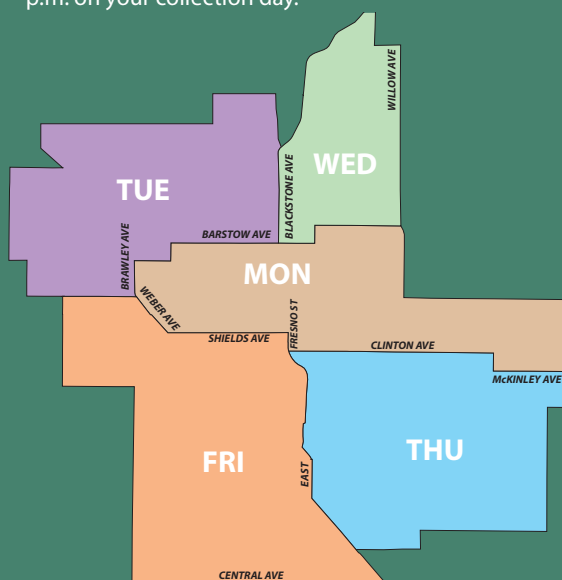
Recycling

Rethink. Reduce. Reuse.

Thanks to the efforts of our residents, Fresno leads the nation in recycling! For Fresno to remain on top and for us to keep our utility rates low, it's important that you remember to use your blue, green, and gray carts for proper disposal.

Place carts at curbside or in the alley on your scheduled pickup day. Carts can be placed out for collection after 6:00 p.m. the preceding day, but must be out by 5:30 a.m. on the day of collection. (See the map below for your collection day.) Make sure the handles are facing your home. Keep carts at least three feet apart and away from any obstacles. Do not overfill your carts.

Be sure to store carts out of view after pickup, according to Fresno Municipal Code 6-205 (c) (10) (i). Carts are to be placed out of view no later than 8:00 p.m. on your collection day.



If you need carts or for missed service, call 621-1452.

BE CART SMART!

BLUE Recyclables



Emptied & Dried Paint Cans & Buckets
Small Countertop Appliances · Tools
DVDs, CDs & Video Cassettes
All Paper (not soiled)
All Cardboard (please flatten)
All Plastics · All Metal
Empty Glass Bottles & Jars

GREEN Green Waste



Fruit & Vegetable Prunings from the Garden
Leaves · Palm Fronds · Weeds
Tree Prunings & Untreated Wood (less than 4" in diameter and cut to 3' lengths)
Sawdust · Grass

GRAY Garbage



Styrofoam
Cooking Oils & Grease (tightly sealed)
Kitchen Food Waste
COLD Barbecue Coals & Fireplace Ashes
Diapers · Bagged Animal Waste
Rubber Hoses

PROHIBITED Not allowed in any cart
Medical Waste (i.e. needles) Chemicals
Batteries Dead Animals
Light Bulbs & CFL's Electronic Waste
Motor Oil

Call 600-4259 for the date and location of the next household hazardous waste collection event.

If you're not sure if something is recyclable, call the recycling hotline at 621-1111.

Recycling used motor oil and filters is easy:

Call 621-1452 to obtain **FREE** disposal containers that can be left on the curb next to your Blue Cart. Or call 1-800-CLEANUP for the nearest certified collection center.

Curbside collection for used motor oil is for single-family residential customers only.



Wastewater



Everything you put into the City sewer system eventually ends up at the Fresno/Clovis Regional Water Reclamation Facility. Treating wastewater is a costly, complex process aimed at protecting our public health and the environment. You can help minimize costs by following a few simple steps:

1. Don't put anything down the drain that can go into the trash, including coffee grounds, leftover food, fruit/vegetable peels, kitty litter, eggshells, and fats, oils or grease that can build up in the lines and cause blockages and overflows.
2. Never pour hazardous fluids down the drain or in the gutter. This makes cleanup more difficult at the Regional Wastewater Treatment Facility, and can even harm our environment. Instead, save any unused product and take it to a household hazardous waste collection event. Call 262-4259 for dates and locations.
3. Avoid flushing products marketed as "flushable" – as such items can clog the City's main sewer line, cause your sewer lateral to back up, and pose problems for the pumps that help get the wastewater to the treatment facility. Limit your flushes to human waste and toilet paper!

Street Sweeping

Residential Street Sweeping: The City will sweep residential streets once per month, call 621-1492 for details. Please keep your car off of the street during your scheduled day.

Operation Clean up

If you have trash that is too bulky or heavy for regular curbside pickup, save it for our annual pickup. A colorful flyer, full of instructions and various DO's and DON'Ts, will arrive a week or two prior to the pick up date to notify you. Alternatively, you can call Solid Waste at 621-1452 for more information.

Special Haul

You can request a special bulky-item or green-waste haul at any time by calling 621-1452.



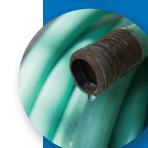
Save Our Water

WATER CONSERVATION

With water meters, and periodic droughts common to California, it's more important than ever to conserve water.



The Water Division encourages customers to sign up for a **FREE** Leak Survey that could help save you water and money. Toilets and faucets are notoriously bad water wasters.



Set sprinkler timers off the hour such as 2:57 a.m. or 3:26 a.m. This helps maintain adequate water pressure. We can show you how to reset your sprinkler timers if you need help.

Water your landscape in cycles by reducing the number of minutes on the timer and using multiple start times. This will help prevent water run-off into the gutter.

- If you see water being wasted call Water Conservation at 621-5480
- Learn to be Water-Wise –
 - schedule a **FREE** water leak survey,
 - irrigation efficiency audit (includes setting timer),
 - water-wise landscape consultation.
- Ask about qualifying water efficient clothes washer and WaterSense toilet rebates

For more information contact:
Water Conservation at 621-5480
or email waterconservation@fresno.gov
www.fresno.gov/water

The following watering schedules are subject to change in times of severe water shortage.

| WINTER WATERING SCHEDULE December 1 - March 1 | SPRING/SUMMER WATERING SCHEDULE March 2 - November 30 |
|---|--|
| ODD Numbered Addresses: (Ending in 1, 3, 5, 7, 9) Saturdays Only | ODD Numbered Addresses: (Ending in 1, 3, 5, 7, 9) Tuesdays and/or Saturdays |
| EVEN Numbered Addresses: (Ending in 0, 2, 4, 6, 8) Sundays Only | EVEN Numbered Addresses: (Ending in 0, 2, 4, 6, 8) Wednesdays and/or Sundays |
| NO WATERING BETWEEN 9AM AND 9PM | NO WATERING BETWEEN 6AM AND 7PM NO WATERING IS ALLOWED ON MONDAYS, THURSDAYS OR FRIDAYS |